

## Nevada Medicaid/Health Plan of Nevada

<b>Type of User:</b>	Health plan	<b>Contact:</b>	Linda Lee Quality Improvement & Research Manager
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### Survey Instruments and Purpose

<b>Survey Instruments</b>	CAHPS Health Plan Survey
<b>Version/Population</b>	Commercial – Adult
<b>Additions/Changes to Instruments</b>	This sponsor adds supplemental questions to the survey.
<b>Purpose of Project</b>	<ul style="list-style-type: none"> <li>• Meeting requirements for NCQA accreditation</li> <li>• Assessing member satisfaction on an annual basis.</li> </ul>

### Survey Administration

<b>Administered Since</b>	
<b>Administration Mode</b>	Mail with telephone follow-up (NCQA protocol)

### Uses of Survey Results

<b>Reporting</b>	The plan reports measures required by Nevada's Medicaid program
<b>Quality Improvement</b>	The plan uses the data for quality improvement projects
<b>Marketing/Publicity</b>	None

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